



**AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

SIN 132-51 / 132-51-STLOC / 132-51RC - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their a uthorized agents.

**IQ Solutions, Inc.
11300 Rockville Pike, Suite 901
Rockville, MD 20852
Phone: (301) 984-1471
Fax: (301) 984-1473
<http://www.iqsolutions.com>**

**Business Size/Status: Large
Contract Number: GS-35F-0722N
Period Covered by Contract: 6/23/2003 – 06/23/2018**



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE**

Pricelist current through Modification #A377 dated 05/28/2014.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

CONTRACTOR'S ORDERING ADDRESS:

IQ Solutions, Inc.

Lee An

11300 Rockville Pike, Suite 901

Rockville, MD 20852

CONTRACTOR'S PAYMENT ADDRESS:

IQ Solutions, Inc.

Attn: Accounts Receivable

11300 Rockville Pike, Suite 901

Rockville, MD 20852

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

(301) 984-1471

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

- Block 9: G. Order/Modification Under Federal Schedule
- Block 16: Data Universal Numbering System (DUNS) Number - **876875154**
- Block 30: Type of Contractor - **C. Large Business**
- Block 31: Woman-Owned Small Business - **Yes**
- Block 37: Contractor's Taxpayer Identification Number (TIN) - **52-1840355**
- Block 40: Veteran Owned Small Business (VOSB) - **Not Applicable**

- 4a. CAGE Code: **1L5Z7**
- 4b. Contractor **has** registered with the System for Acquisition Management (SAM) Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51 / 132-51STLOC / 132-51RC	30 days ARO

SPECIAL ITEM NUMBER	EXPEDITED DELIVERY TIME (Days ARO)
132-51 / 132-51STLOC / 132-51RC	To be negotiated with ordering agency

SPECIAL ITEM NUMBER	OVERNIGHT & 2- DAY DELIVERY TIME (Days ARO)
132-51 / 132-51STLOC / 132-51RC	To be negotiated with ordering agency

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **0% - 30 days** from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **Offered the same discounts as all other Government customers**
- e. Other: **None**

8. TRADE AGREEMENTS ACT AS OF 1979, as amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

Not Applicable

10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued is **\$100.00**.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item No. 132-51 / 132-51STLOC/ 132-51RC - Information Technology Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require a agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsadvantage.gov>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not Applicable

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 / 132-8STLOC / 132-8RC.

23. SECTION 508 COMPLIANCE

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes No

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): **Not Applicable**

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective –

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51 / 132-51STLOC / 132-51RC)**

******NOTE:** All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 / 132-51STLOC /132-51RC Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon

receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claims submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS 2COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I 2OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31 (Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements – Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 / 132-51STLOC / 132-51RC. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

Please refer to the information provided on page #16.

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

IQ Solutions, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact

Lee An, Controller

Phone: (240) 221-4201

gsainfo@iqsolutions.com

Fax: (301) 984-1473

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and IQ Solutions, Inc. enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) GS-35F-0722N.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

(CUSTOMER NAME)
 BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) GS-35F-0722N, Blanket Purchase Agreements, IQ Solutions, Inc. agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.

GSA LABOR CATEGORY DESCRIPTIONS

Job Title:	Managing Director	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	1001	Revised:	

SUMMARY

Individuals assigned to this position are responsible for the organization and performance of a technical operation that performs a specific function or group of functions with revenue of a minimum \$5.0M annually. The operation is typically subdivided into programs, projects, and/or tasks headed by directors, program managers, project managers, and task managers as well as technical personnel who may be assigned to technical lead positions. Staffing may include all levels of professional and support staff from entry-level to specialists. Individuals maintain close liaison with the Vice President of Operations or above regarding operations activities and performance and in assuming company-wide duties related to marketing, strategic planning, and budgeting. Incumbents work independently of any direction and provide managerial and technical guidance to management staff under their supervision. The position requires excellent business judgment and initiative in responding to frequent client requests and careful attention to meeting all contractual obligations. Individuals frequently interact with top management within the company and within client organizations and must present a favorable, professional image of the company at all times. Difficulties encountered, whether administrative or technical, are reported immediately to the appropriate senior personnel. Individuals have prime responsibility for achieving business development and financial objectives in their respective technical areas by seeking business opportunities in technical areas of expertise and leading and/or participating in proposal preparation for new or follow-on business. Responsibilities are carried out within the framework of company policies, procedures, and practices. Long hours are required during peak periods.

ESSENTIAL JOB FUNCTIONS

1. Manages a technical operation that is typically subdivided into programs, projects, or tasks.
2. Works closely with subordinate managers to develop a work plan for each project that fulfills contractual requirements for assigned projects. Formulates milestone schedules or other documented plans. Meets frequently with managers and other staff to review work performed and anticipated activities.
3. Provides day-to-day leadership of the operation. Monitors performance to optimize schedules, budgets, and technical excellence as well as optimum capability to secure new or follow-on business.
4. Assumes financial responsibility for the operation. Ensures that individual projects are profitable, that profitability goals are achieved, and that contracts are completed within technical specifications and on time.
5. Coordinates with subordinate managers in maintaining frequent contact with client representatives to identify and respond to client requests and to ensure that potential sources of difficulty are resurfaced and addressed.
6. Attains revenue goals by developing effective business development strategies and winning client proposals that achieve revenue objectives. Ensures that proposals represent sound technical approaches and give assurance of a targeted profit. Is responsible for all proposal development and dissemination within the operation.
7. Prepares and presents required status reports including coordination of information gathering, report/graphics presentations, agenda, and so forth, for meeting internal and/or external status review requirements.
8. Performs quality assurance review. Administers a quality assurance program to ensure technical accuracy and adequacy of deliverables.
9. Ensures adequate staffing, counsels staff on quality and quantity of work performed, provides technical guidance and support, prepares and conducts performance evaluations, interprets company policies and procedures for staff, and ensures that company policies, procedures and practices are followed.
10. Contributes key technical expertise by serving in a technical consultant role on other programs or functions in the company. May teach courses in a field of specialization both within the company and for clients.
11. Assists the Vice President of Operations or above and assumes a leadership role in formulating and executing annual and long-range business development, budget, and other planning for the operation and for the company. Personally participates in and may direct corporate strategic planning activities in accordance with objectives and plans established by the President and the Board of Directors.
12. Ensures that EEO/AAP goals are achieved within the operation.
13. Maintains state-of-the-art knowledge regarding professional skill areas and applies expertise in solving technical problems.

Managing Director (Continued)

14. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.

15. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

I. Performs other duties as assigned.

EMPLOYMENT STANDARDS

This position requires a BS/BA degree, or the equivalent education and/or experience, plus a minimum 15 years of applicable experience. An advanced degree is also required. Applicable experience must include demonstrated success in managing multiple technical projects having a minimum \$5.0M in aggregate annual revenue. Individuals must also possess a minimum 12 years of experience in a field related to project assignments. Individuals will typically have progressed from a director or program manager position in a similar company or from the director position in IQ Solutions. Significant experience in a Government contracting environment, including budget responsibility, is required. The experience must include technical program planning and implementation, contract interpretation and administration, budget development, and administration of Government projects. Incumbents must be able to work independently of any direct supervision and possess excellent written and verbal communication skills, strong organization, initiative, and follow-through, and flexibility and responsiveness to changing requirements and conditions. The ability to identify and resolve problems in a team environment is needed. Individuals must be strategic thinkers who are able to set aside individual preferences in formulating plans and making decisions that are in the best interest of the organization and that enable it to survive and thrive. At all times, individuals must perform in a manner that enhances the image of the company as well as his or her own professional reputation. Long hours are required during peak periods.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Director	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0901	Revised:	

SUMMARY

Individuals assigned to this position are responsible for the organization and performance of a technical operation that performs a specific function or group of functions with revenue of a minimum \$3.0 M annually. The operation is typically subdivided into programs, projects, and/or tasks headed by program managers, project managers, and task managers as well as technical personnel who may be assigned to technical lead positions. Staffing may include all levels of professional and support staff from entry-level to specialists. The position requires excellent business judgment and initiative in responding to frequent client requests and careful attention to meeting all contractual obligations. Individuals frequently interact with senior management and report regularly to a managing director or above regarding operations activities, technical and financial performance, and potential sources of difficulty. Difficulties encountered, whether administrative or technical, are reported immediately to the appropriate senior personnel. Individuals have prime responsibility for achieving business development and financial objectives in their respective technical areas by seeking business opportunities in technical areas of expertise and leading and/or participating in proposal preparation for new or follow-on business. Responsibilities are carried out within the framework of company policies, procedures, and practices. Long hours are required during peak periods.

ESSENTIAL JOB FUNCTIONS

1. Manages a technical operation that is typically subdivided into programs, projects, or tasks.
2. Works closely with subordinate managers to develop a work plan for each project that fulfills contractual requirements. Formulates milestone schedules or other documented plans. Meets frequently with managers and other staff to review work performed and anticipated activities.
3. Provides day-to-day leadership of the operation. Monitors performance to optimize schedules, budgets, and technical excellence as well as optimum capability to secure new or follow-on business.
4. Assumes financial responsibility for the operation. Ensures that individual projects are profitable, that profitability goals are achieved, and that contracts are completed within technical specifications and on time.
5. Coordinates with subordinate managers in maintaining frequent contact with client representatives to identify and respond to client requests and to ensure that potential sources of difficulty are surfaced and addressed.
6. Attains revenue goals by developing effective business development strategies and winning client proposals that achieve revenue objectives. Ensures that proposals represent sound technical approaches and give assurance of a targeted profit. Is responsible for all proposal development and dissemination within the operation.
7. Prepares and presents required status reports including coordination of information gathering, report/graphics presentations, agenda, and so forth, for meeting internal and/or external status review requirements.
8. Performs quality assurance review. Administers a quality assurance program to ensure technical accuracy and adequacy of deliverables.
9. Ensures adequate staffing, counsels staff on quality and quantity of work performed, provides technical guidance and support, prepares and conducts performance evaluations, interprets company policies and procedures for staff, and ensures that company policies, procedures, and practices are followed.
10. Contributes key technical expertise by serving in a technical consultant role on other programs or functions in the company. May teach courses in a field of specialization both within the company and for clients.
11. Assists the managing director or above in formulating and executing annual and long-range planning for the operation and for the company.
12. Ensures that EEO/AAP goals are achieved within the operation.
13. Maintains state-of-the-art knowledge regarding professional skill areas and applies expertise in solving technical problems.
14. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
15. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

Director (Continued)

EMPLOYMENT STANDARDS

This position requires a BS/BA degree, or the equivalent education and/or experience, plus a minimum 10 years of applicable experience. An advanced degree is also required. Applicable experience must include demonstrated success in managing multiple technical projects having a minimum \$1.514 in aggregate annual revenue. Individuals must also possess a minimum eight years of experience in a field related to project assignments. Individuals will typically have progressed from a project or program manager position in a similar company or from the program manager position in IQ Solutions. Significant experience in a Government contracting environment, including budget responsibility, is required. The experience must include technical program planning and implementation, contract interpretation and administration, budget development, and administration of Government projects. Incumbents must be able to work independently of any direct supervision and possess excellent written and verbal communication skills, strong organization, initiative, and follow-through, and flexibility and responsiveness to changing requirements and conditions. The ability to identify and resolve problems in a team environment is needed. Long hours are required during peak periods.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Program Manager I	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0801	Revised:	

SUMMARY

Individuals assigned to this position are responsible for the organization and performance of a technical program area normally having revenue of a minimum \$1.5M annually. The program may involve more advanced or highly complex technical areas and is typically subdivided into one or more projects with project managers reporting to the Program Manager. Staffing may include all levels of professional and support staff from entry-level to specialists. Program managers act as senior company representative for projects reporting to them and interact on an ongoing basis with client representatives. Individuals are responsible for working closely with project managers and monitoring project performance to ensure that all work is performed within the scope of the contract and in compliance with the contract document. Responsibilities include monitoring the quality and timeliness of all deliverables, approving staff plans, and ensuring adherence to project budgets. Individuals engage in new business development by seeking business opportunities in technical areas of expertise and by leading and/or participating in proposal preparation for new or follow-on business. Incumbents operate independently and report on a regular basis to a director or above regarding program progress. Difficulties encountered, whether administrative or technical, are reported immediately to the appropriate senior personnel. Responsibilities are carried out within the framework of company policies, procedures, and practices. Long hours are required during peak periods.

ESSENTIAL JOB FUNCTIONS

1. Manages a technical program area that is typically subdivided into one or more technical projects.
2. Works closely with project managers to develop a work plan for each project that fulfills contractual requirements for assigned projects. Formulates milestone schedules or other documented plans. Meets frequently with project managers and other staff to review work performed and anticipated activities.
3. Provides day-to-day leadership of the program staff. Monitors project performance to optimize schedules, budgets, and technical excellence as well as optimum capability to secure new or follow-on business.
4. Assumes financial responsibility for the program. Maintains the program budget, schedules, and staff levels to ensure adherence to contract requirements and achievement of profitability goals.
5. Maintains frequent contact with client representatives to identify and respond to client requests and to ensure that potential sources of difficulty are addressed and made known to senior management.
6. Prepares and presents required status reports including coordination of information gathering, report/graphics presentations, agenda, and so forth, for meeting internal and/or external status review requirements.
7. Monitors schedules and costs for assigned projects and informs appropriate senior-level management of problems/issues related to program performance.
8. Performs quality assurance review. Ensures technical accuracy and adequacy of deliverables.
9. Ensures adequate staffing, counsels staff on quality and quantity of work performed, provides technical guidance and support, prepares and conducts performance evaluations, interprets company policies and procedures for staff, and ensures that company policies, procedures, and practices are followed.
10. Contributes key technical expertise.
11. Ensures that EEO/AAP goals are achieved.
12. Assists the company in achieving its revenue goals by developing sound marketing strategies and client proposals. Ensures that proposals are technically correct and give assurance of a reasonable profit.
13. Maintains state-of-the-art knowledge regarding professional skill areas and applies expertise in solving technical problems.
14. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
15. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

Program Manager I (Continued)

EMPLOYMENT STANDARDS

This position requires a BS/BA degree, or the equivalent education and/or experience, plus a minimum eight years of applicable experience. An advanced degree is highly desired. Applicable experience must include a minimum two years of demonstrated success in supervising and/or managing technical projects having a minimum \$1.5M in aggregate annual revenue. Individuals must also possess a minimum seven years of experience in a field related to project assignments. Previous experience in a Government contracting environment is required. The experience must include technical program planning and implementation, contract interpretation and administration, budget development, and administration of Government projects. Incumbents must be able to work independently of any direct supervision and possess excellent written and verbal communication skills, strong organization, initiative, and follow-through, and flexibility and responsiveness to changing requirements and conditions. The ability to identify and resolve problems in a team environment is needed. Long hours are required during peak periods.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Senior Programmer/Analyst	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0719	Revised:	

SUMMARY

Incumbents are competent to work on the most complex projects and function at the highest technical level of computer analysis and design. They organize and carry out system development activities requiring extensive knowledge, creativity, ingenuity, and judgment in applying principles and methods, developing novel techniques, and establishing new concepts. Individuals are frequently responsible for instructing, directing, and monitoring the work of lower-level programmer/analysts and are evaluated on the basis of project progress and results. They act independently or with very little direction. Errors may cause significant disruption to operations or major costs. As individual contributors, the employees assigned to this position must be capable of independent work, concept formulation, and identification of new methods and procedures. Long hours are required during peak periods.

ESSENTIAL JOB FUNCTIONS

1. Plans, conducts, and coordinates major programming applications of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the application.
2. Provides technical guidance and consultation on complex programming applications.
3. Organizes and directs the execution of broad programming projects.
4. Provides analytical support in the conceptualization, development, and implementation of multiple, inter-linked programs.
5. Recommends and develops programming and documentation standards.
6. Prepares cost analyses and justifications for programming projects.
7. Provides technical assistance and direction to lower-level staff. Frequently acts as technical project leader.
8. Performs quality assurance review.
9. Provides instruction, training, and support to client personnel regarding implementation of programs and systems.
10. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
11. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Employees must possess a BS degree in information systems, computer science, or business administration, or the equivalent education and/or experience, plus a minimum eight years of increasingly complex experience in programming and analysis. An advanced degree is highly desired. Individuals will have comprehensive knowledge of systems (e.g., computers, operating systems, database management systems), file structures, file access methods, input/output, data reformatting, and procedures applicable to programming, plus considerable knowledge of several programming languages (e.g., C, C++, COBOL, HTML, Java) related to project assignments. The ability to develop detailed and complex program designs, specifications, tests, and documentation is needed. Previous supervisory experience is required. Incumbents must be able to work in a fast-paced, multi-tasking environment and to establish and maintain effective working relationships with technical staff, management, and client representatives.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Programmer/Analyst	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0509	Revised:	

SUMMARY

Under general supervision, incumbents work from specifications to develop or modify straightforward programs or to perform systems design work related to client projects. Instructions and guidance are required on complex projects. Individuals generally work under deadlines and are subject to heavy workloads. Long hours may be required during peak periods. Good judgment and initiative are required in problem-solving tasks. Work is checked regularly, and errors may cause some delay or expense.

ESSENTIAL JOB FUNCTIONS

1. Prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flowcharts. Performs limited systems analysis work.
2. Conducts detailed analyses of defined systems specifications.
3. Using specified program language, converts symbolic statements of work processes to detailed, logical workflow chart and coding. Designs detailed programs, flowcharts, and diagrams indicating mathematical computations, sequence data, and print solutions.
4. Verifies accuracy and completeness of programs by preparing sample test data, conducting program tests, analyzing results, and debugging program errors.
5. Develops corrections by revising instructions or altering the sequence of operations.
6. Modifies existing programs as required by changing system requirements or equipment configurations.
7. Confers with systems analysts to clarify program intent, output requirements, input data acquisition, and requirements for internal checks and controls.
8. Prepares complete documentation, procedures, and operating instructions.
9. Confers with client representatives in refining software requirements, defining data inputs, determining required products, and resolving problems.
10. Provides instructions, training, and support to client staff.
11. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
12. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

This position requires a BS degree in information systems, computer science, or business administration, or The equivalent education and/or experience, plus a minimum two years of experience in programming/analysis. Employees will have a thorough knowledge of computer programming techniques including one or more programming languages, such as C, C++, COBOL, Java, or HTML, related to project assignments. The position typically requires strong UNIX knowledge, including UNIX tools and operating system, as well as knowledge of RDBMS concepts and Internet tools. Familiarity with desktop applications (e.g., MS Office, e-mail) is needed. Exposure to database tools (e.g., SQL) and data manipulation and data load concepts is required. Individuals must possess strong analytical, problem-solving, and organizational skills and the ability to work in a fast-paced, multi-tasking environment. The ability to establish and maintain effective working relationships with technical staff and client representatives is necessary.

Management retains the discretion to add to or change the duties of the position at any time

Job Title:	Principal Database Administrator	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0909	Revised:	

SUMMARY

Individuals assigned to this position are top-level contributors in the field of database administration. They act as internal consultants in providing technical guidance on project assignments at the highest level of technical complexity. Activities include design, development, and administration of highly complex database applications to accommodate a wide variety of internal and external client requirements. Incumbents act independently and regularly provide technical leadership and assist in training less experienced staff. Errors at this level may cause significant disruption to operations or major costs. Work is performed under deadlines, and individuals may be subject to extreme workloads. Long hours are required during peak periods. Travel may be required.

ESSENTIAL JOB FUNCTIONS

1. Using advanced knowledge of database engineering and administration, plans and directs highly complex database engineering projects.
2. Plans, conducts, and directs research and/or development work on complex projects necessitating the origination and application of new and unique approaches.
3. Devises solutions for high-level client needs.
4. Evaluates and designs highly complex systems to structure and access databases.
5. Designs database tools and subsystems to support database reuse and domain analyses and manages their implementation.
6. Manages database development and support using formal specifications, data flow diagrams, and other accepted design techniques and CASE tools.
7. Estimates database development costs and schedule.
8. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.
9. Supervises database configuration management.
10. Interacts frequently with clients and top management in monitoring project progress and providing input to database issues.
11. Monitors standards and procedures to ensure uniformity and compliance with specifications.
12. Regular provides guidance to and assists in training less experienced administrators and engineers.
13. Provides technical input to proposals for new and follow-on contracts.
14. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
15. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

This position requires a BS degree in computer science or a related field, or the equivalent education and/or experience, plus a minimum 11 years of progressively responsible database engineering and implementation experience, including programming experience. An advanced degree is highly desired. Supervisory experience is required. The position requires recent, specialized experience in supervising major, complex database administration projects and personnel. Specialized experience is needed in Oracle database tools, SQL, the UNIX operating system, 76L development tools, and third and fourth generation languages, or other software related to project assignments. Individuals must be knowledgeable in applicable standards. Well-developed leadership qualities and experience are needed. Individuals must have achieved recognized standing in the professional field through original contribution. They must be qualified to provide technical leadership on a project and capable of creative problem-solving. The position requires excellent organizational and interpersonal skills as well as strong verbal and written communication skills. Travel may be needed. Long hours are required during peak periods.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Senior Database Administrator	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0813	Revised:	

SUMMARY

Individuals assigned to this position are competent to work on highly complex assignments in the area of database administration. Working independently or under the most general direction, they design, develop, implement, and test highly complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Other activities include systems master schedule planning to assure communication among systems engineers, maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Incumbents regularly operated under deadlines and may be subject to heavy workloads. Errors may cause substantial delay, expense, and inefficiency. Employees assigned to this position regularly provide guidance and assist in training less experienced analysts. Long hours are required during peak periods. Travel may be needed.

ESSENTIAL JOB FUNCTIONS

1. Analyzes and studies complex system requirements.
2. Designs database tools and subsystems to support database reuse and domain analyses and manages their implementation.
3. Manages database development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools.
4. Estimate database development costs and schedules.
5. Reviews existing programs. Assists in making refinements, reducing operating time, and improving current techniques.
6. Supervises database configuration management.
7. Performs all of the general duties of database engineering in day-to-day operations.
8. Interfaces with internal and external clients on database issues.
9. Monitors standards and procedures to ensure uniformity and compliance with specifications.
10. Provides guidance to and assists in training less experienced analysts.
11. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
12. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

- I. Performs other duties as assigned.

EMPLOYMENT STANDARDS

This position requires a BS degree, or the equivalent education and/or experience, plus a minimum eight years of progressively responsible database design and implementation experience including at least one year of programming. Some supervisory experience is desired. Specialized experience is needed in Oracle database tools, SQL, the UNIX operating system, 7GL development tools, and third and fourth generation languages, or other software related to assigned projects. Individuals must be familiar with applicable standards. Related experience must also include knowledge of program management, systems engineering, scheduling concepts, and database architectures. Individuals must be qualified to provide technical leadership on a project and capable of creative problem-solving. The position requires excellent organizational and interpersonal skills as well as strong verbal and written communication skills. Some travel may be needed. Long hours are required during peak periods.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Database Administrator	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0624	Revised:	

SUMMARY

Individuals assigned to this position design, develop, test, implement, and maintain moderately complex databases and database dictionaries to accommodate a variety of user needs. Incumbents are competent to work on straightforward programs and to perform systems analysis work, but require instruction and guidance on more complex projects. Working with detailed specifications presented by supervisors and other technical professionals, incumbents are expected to show judgment and initiative in performing assigned tasks as well as to complete projects on schedule. Individuals typically work under general direction. Work is checked regularly, and errors may cause some delay or expense.

ESSENTIAL JOB FUNCTIONS

1. Analyzes database requirements of assigned project(s).
2. Analyzes and determines information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities.
3. Defines logical attributes and interrelationships.
4. Designs data structures to accommodate database production, storage, maintenance, and accessibility.
5. Tests designed applications utilizing database management software or general programming software.
6. Checks data for completeness and accuracy. Identifies causes of errors.
7. Installs, implements, and supports systems within the user base.
8. Performs systems level database maintenance.
9. Maintains data dictionary information, data keyword lists, and dictionary forms. May review information to be entered into the dictionary to assure adherence to standards and to ensure that all requirements are met.
10. Ensures necessary security as specified by users.
11. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
12. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned

EMPLOYMENT STANDARDS

This is the entry-level position in database administration. It is staffed by individuals with a BS degree, or the equivalent education and/or experience, plus a minimum two years of related database design and implementation experience. At least one year of programming experience is required. Computer literacy is required, including knowledge of at least one database management system related to project assignments. This knowledge may have been gained from coursework or from on-the-job experience. The position requires excellent organizational and interpersonal skills as well as strong verbal and written communications skills.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Senior Web Designer	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0710	Revised:	

SUMMARY

Working with limited guidance and supervision, incumbents perform a variety of complex tasks related to development and maintenance of corporate or client Internet and/or Intranet sites. Activities include, but are not limited to, design, creation, and maintenance of Internet/World Wide Web or Intranet products and activities for an assigned project. Individuals apply comprehensive knowledge gained in both technical assignments and in previous tasks in the areas of software development and web design. Working with general guidelines presented by management and other technical staff, individuals are expected to show judgment and initiative in performing assigned tasks, as well as to complete projects on schedule. Incumbents regularly operate under deadlines and may be subject to extreme workloads. Errors may cause substantial delay, expense, and inefficiency. Judgment and creativity are regularly exercised in problem-solving and in providing proper advice and recommendations. Strong interpersonal skills are needed. Individuals provide technical guidance and direction to lower-level technical professionals and interact closely with users, writers, graphic artists, engineers, freelancers, and contractors. Long hours are needed during peak periods. Travel may be required.

ESSENTIAL JOB FUNCTIONS

1. Consults with client or company representatives in developing Internet and/or Intranet strategies, goals, and appropriate tools to be used in developing material for the website or Intranet.
2. Develops and proposes short-term action plans for these strategies and goals.
3. Provides ongoing support to specify, improve, and implement the look, feel, and function of on-line projects.
4. Customizes Web-based interactive features.
5. Builds database gateways.
6. Implements electronic commerce services.
7. Integrates commercial-off-the-shelf (COTS) software with the Web applications.
8. Provides functional guidance to users.
9. Analyzes website usage and proposes alternative strategies and action plans.
10. Assists in promoting the website.
11. Assists in maintaining Internet security and applying Internet firewall technologies to maintain security. Ensures that the user community understands and adheres to necessary procedures to maintain security.
12. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
13. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Incumbents must possess an undergraduate degree in computer science or fine arts, or the equivalent education and/or experience, plus a minimum five years of network analysis, network administration, or Internet-related experience. The position requires demonstrated expertise with hypertext markup language (HTML) and graphics file formats, development tools such as JAVA, PERL, and CGI, and database interfaces such as standard query language (SQL). Individuals must possess graphical user interface (GUI) design skills and the ability to work well with developers and programmers, graphics designers, and marketers in developing, maintaining, and enhancing corporate or client sites. Incumbents must have demonstrated the ability to effectively translate technical needs and requirements into programmatic offerings. They must be willing and competent to work with company and/or client staff to enable and facilitate Web outreach and communications. The ability to adapt within a changing environment is critical. The position requires excellent communication skills, including the ability to instruct others and to explain complex technical

subjects and processes to nontechnical users. The establishment and maintenance of effective working relationships with staff, management, and internal and external clients are necessary. Long hours are required during peak periods. Travel may be needed.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Web Designer	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0614	Revised:	

SUMMARY

Under general supervision, incumbents perform a variety of moderately complex tasks related to development and maintenance of corporate or client Internet and/or Intranet sites. Activities include, but are not limited to, design, creation, and maintenance of Internet/World Wide Web or Intranet products and activities for an assigned project. Individuals apply comprehensive knowledge gained in both technical assignments and in previous tasks in the areas of software development and web design. Working with detailed specifications presented by management staff and other technical staff, individuals are expected to show judgment and initiative in performing assigned tasks, as well as to complete projects on schedule. Incumbents regularly operate under deadlines and may be subject to extreme workloads. Errors can cause substantial delay, expense, and inefficiency. Judgment and creativity are regularly exercised in problem-solving and in providing proper advice and recommendations. Above average interpersonal skills are needed. Individuals may provide technical guidance and direction to lower-level technical professionals and usually interact closely with internal and/or external clients. Long hours may be needed during peak periods. Some travel may be needed.

ESSENTIAL JOB FUNCTIONS

1. Develops materials and graphics for Web home pages or Internet sites.
2. Codes, edits, and posts materials on-line.
3. Manages on-line databases.
4. Designs and manipulates graphic files.
5. Provides functional guidance to users.
6. Advises internal and external users on access to various network sites.
7. Analyzes website usage.
8. Support client or company on-line maintenance and support activities.
9. Assists in maintaining Internet security and applying Internet firewall technologies to maintain security. Ensures that the user community understands and adheres to necessary procedures to maintain security.
10. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
11. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Incumbents possess an undergraduate degree in computer science or fine arts, or the equivalent education and/or experience, plus a minimum two years of network analysis, network administration, or Internet-related experience. The position requires experience with hypertext markup language (HTML) and graphics file formats, exposure to development tools such as JAVA, PERL, and CGI, and familiarity with database interfaces such as standard query language (SQL). Incumbents must have demonstrated the ability to effectively translate technical needs and requirements into programmatic offerings. They must be willing and competent to work with company and/or client staff to enable and facilitate Web outreach and communications. The ability to adapt within a changing environment is critical. The position requires excellent communication skills, including the ability to instruct others and to explain complex technical subjects and processes to nontechnical users. The establishment and maintenance of effective working relationships with staff, management, and internal and external clients are necessary. Long hours are required during peak periods. Travel may be needed.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Systems Architect	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0910	Revised:	

SUMMARY

This is the most senior network engineering/analysis position in the company. Persons assigned to this position possess and apply an advanced knowledge of network/systems engineering to projects of major complexity. Incumbents plan, conduct, and direct research and/or development work on the most complex projects necessitating the origination and application of new and unique approaches. Project activities may include tasks at the highest level of client requirements. Employees in this position are competent in all phases of network engineering to work independently. Incumbents provide work direction to one or more lower-level professional staff. They also spend a great deal of time advising management and clients on high-level technical problems. Close interaction with clients is needed, and individuals may have a definite impact on future business with these clients. Long hours are needed during peak periods. Travel may be required.

ESSENTIAL JOB FUNCTIONS

1. Develops and applies advanced methods, theories, and research techniques in investigating and solving highly complex network/systems engineering problems.
2. Plans, conducts, and technically directs projects or major phases of significant projects. Coordinates the efforts of engineers and other technical staff in performing assigned projects.
3. Conducts investigations of considerable complexity. Identifies risks and issues, recommends alternatives, defines and develops processes, and performs quality assurance.
4. Reviews completion and implementation of systems additions and/or enhancements and recommends corrections in technical application and analysis.
5. Provides technical consultation to other technical disciplines.
6. Establishes standards for network engineering procedures. Collaborates with other technical personnel on feasibility studies and systems planning. Confers with and advises lower-level employees on administrative policies and procedures, technical problems, practices, and methods. Prepares activity and progress reports as directed.
7. Assists in research and development to advance new business opportunities. Participates in new business efforts by maintaining and developing technical contacts outside the company.
8. Formulates concepts, approaches, and technical content of new business proposals, including scheduling and pricing.
9. Develops and maintains technical knowledge and competence by remaining up-to-date regarding new, diversified technical and engineering techniques and advances in the state-of-the-art.
10. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
11. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

This is the most senior position in the network engineering/analysis area. Individuals assigned to this position must possess BS and MS degrees in engineering or computer science or a related technical field, or the equivalent education and/or experience, plus a minimum 11 years of progressively responsible network engineering experience. Specialized experience may include areas such as a facility, switch, and network/system engineering, planning, provisioning, and implementation; network topology design and engineering; traffic planning and engineering; interfacing network/systems to/from transmission media; analysis of queuing issues, analysis and problem-solving with respect to traffic routing and flow and transmissions/system sizing; and knowledge of protocols, standards, and interfaces. Incumbents must possess well-developed leadership skills and experience and the capability to supervise a project team of engineers and related technical specialists. They are required to maintain a current, state-of-the-art knowledge of communication protocols, hardware, software, and operating systems related to project assignments and to the network engineering field in general. Employees in this position have full professional recognition plus acceptance by peers and management as authorities in their technical specialties. The position requires superior written and verbal communication skills as well as tact,

discretion, and excellent business judgment in day-to-day interactions with all levels of employees, clients, and vendors. Long hours are required during peak periods. Travel may be needed.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Network Technician	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0508	Revised:	

SUMMARY

Individuals assigned to this position are responsible for a variety of moderately complex duties related to network monitoring, operations, installation, maintenance, and testing. Working under general supervision and with detailed problem specifications presented by supervisors and higher-level network engineering staff, individuals are expected to show judgment and initiative in performing assigned tasks as well as to complete projects on schedule. Work is reviewed upon completion, and errors may cause delay and disruption of operations. Interaction with team members and with user personnel is needed. Individuals must consistently present a professional image to the client. Long hours and on-call work may be needed. Travel to client and other company locations is required.

ESSENTIAL JOB FUNCTIONS

1. Installs network cabling.
2. Performs complete system test using various test devices and ensures proper working order for new or updated network service.
3. Troubleshoots and repairs communications systems.
4. Moves and adds lines and systems.
5. Recommends and undertakes directed methods to correct errors and to monitor and report results.
6. Installs and configures PCs, workstations, and peripheral devices.
7. Configures e-mail and other software applications.
8. Assists end users with problems and questions.
9. Controls assigned inventory of communication and test equipment.
10. Prepares and submits daily logs and service reports to document work performed. Updates on-line databases as required.
11. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
12. Carries, transports, and lifts up to 70 pounds while bending and twisting the torso.
13. Uses and is able to maneuver incidental equipment such as pushcarts and ladders in performing assigned work.
14. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Employees assigned to this position must possess a high school diploma, including high school level reading, writing, and analytical skills, plus applicable telecommunications/network courses and seminars related to task assignments. The position requires three years of experience in installing, maintaining, and testing telecommunications equipment. Incumbents must be familiar with coaxial, twisted-pair, and fiber optic transmission, Ethernet cabling, routers, hubs, and other LAN installation procedures related to assigned tasks. Individuals must be able to carry, transport, and lift up to 70 pounds while bending and twisting the torso and to climb ladders and use and maneuver other equipment such as handtrucks and pushcarts. Long hours and 24-hour on-call work may be required. The position requires good reading, writing, and listening skills as well as the ability to interact well with peers, supervisors, vendors, and client representatives.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Principal Systems Analyst	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0908	Revised:	

SUMMARY

Incumbents provide internal and external consulting services at the highest level of technical complexity and require comprehensive, specialized knowledge in one or more areas of the most highly specialized technical phases of systems analysis. Acting independently, individuals are expected to develop a new technology or provide high-level technical guidance on projects. Significant interaction is needed with all levels of technical staff, management, and client representatives. There is substantial latitude for unreviewed action or decision, and individuals typically provide work direction and guidance to lower-level analysts and engineers. Tact, judgment, and initiative are necessary in carrying out work assignments. Individuals may have a definite impact on the company's business with key clients. Errors may cause significant disruption to operations or major costs. Long hours are needed during peak periods. Some travel may be required.

ESSENTIAL JOB FUNCTIONS

1. Analyzes and studies extremely complex system requirements requiring a thorough understanding of all parameters affecting and interfacing with the system.
2. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation.
3. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and CASE tools.
4. Estimates software development costs and schedules.
5. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques.
6. Supervises software configuration management.
7. Performs feasibility analysis on potential future projects and presents findings to management indicating the manner in which solutions can be developed.
8. Performs quality assurance review.
9. Reviews literature and current practices relevant to performing assigned project(s).
10. Maintains and develops contacts within the scientific and technical communities that enhance and foster the image of the company.
11. Provides work leadership and technical direction to lower-level analysts, engineers, and programmers.
12. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
13. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Incumbents must possess a BS degree in computer science, management information systems, or a related field, or the equivalent education and/or experience, plus a minimum 11 years of increasingly complex and responsible experience managing or performing information systems design activities using current, applicable programming languages. An advanced degree is highly desired. Previous work experience must include advanced programming and systems analysis. Working knowledge of several high-level programming languages, multiple DBMS, language parsing and translation, and advanced software engineering is required. Previous supervisory experience is needed. Individuals must possess well-developed leadership qualities and experience as well as the capability to provide technical leadership on projects. They must be able to coordinate the work of programmers and lower-level analysts, to communicate with and instruct others, and to explain highly complex technical subjects and processes. Excellent written and verbal communication skills are needed. The establishment and maintenance of effective working relationships with technical staff, management, and client representatives are critical in this high-visibility position. Long hours are needed during peak periods. Some travel may be required.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Senior Systems Analyst	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0813	Revised:	

SUMMARY

Incumbents provide internal and external consulting services as top-level technical contributors in one or more highly specialized areas of systems analysis. Acting independently or under the most general direction, individuals are expected to develop new technologies or provide technical guidance on highly complex projects. Significant interaction is needed with all levels of technical staff, management, and client representatives. Individuals typically provide work direction and guidance to lower-level analysts and engineers. Tact, judgment, and initiative are necessary in carrying out work assignments. Individuals may have a definite impact on IQ Solutions' business with key clients. Errors may cause significant disruption to operations or major costs. Long hours are needed during peak periods. Some travel may be required.

ESSENTIAL JOB FUNCTIONS

1. Analyzes and evaluates major system project requirements of considerable complexity requiring a thorough understanding of all parameters affecting and interfacing with the system.
2. Reviews user requirements and provides direction in identifying problems and potential solutions.
3. Provides analytical support in the conceptualization, development, and implementation of complex, multiple, inter-linked systems.
4. Defines system objectives and prepares system design specifications to meet user requirements and satisfy interface problems.
5. Formulates logical statements of user requirements and develops solutions through application of systems methods and engineering techniques.
6. Reviews alternate approaches and selects the appropriate methodology.
7. Performs quality assurance review.
8. Reviews literature and current practices relevant to performing assigned project(s)
9. Maintains and develops contacts within the scientific and technical communities that enhance and foster the image of the company.
10. Provides work leadership and technical direction to lower-level analysts, engineers, and programmers.
11. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
12. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

- I. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Incumbents must possess a BS degree in computer science, management information systems, or a related field, or the equivalent education and/or experience, plus a minimum eight years of increasingly complex and responsible experience managing or performing information systems design activities using current, applicable programming languages. Previous work experience must include advanced programming and systems analysis. Working knowledge of several high-level programming languages, multiple DBMS, language parsing and translation, and advanced software engineering is required. Previous supervisory experience is needed. Individuals must be able to coordinate the work of programmers and lower-level analysts, to communicate with and instruct others, and to explain highly complex technical subjects and processes. The establishment and maintenance of effective working relationships with technical staff, management, and client representatives are critical in this high-visibility position. Long hours are needed during peak periods. Some travel may be required.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Systems Analyst	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0716	Revised:	

SUMMARY

Individuals assigned to this position require limited guidance in performing the more difficult and complex assignments involving research, design, development, and modification of existing systems and subsystems. Incumbents formulate logical statements of business, scientific, and/or engineering problems and devise procedures for solving problems through data processing systems. Participation is generally at all levels in systems analysis and design definition. Incumbents regularly operate under deadlines and may be subject to extreme workloads. Errors may cause substantial delay, expense, and inefficiency. Judgment and creativity are regularly exercised in problem-solving and in providing proper advice and recommendations. Individuals typically provide technical guidance and direction to lower-level analysts and usually interact closely with client representatives. Long hours may be needed during peak periods.

ESSENTIAL JOB FUNCTIONS

1. Analyzes and evaluates user requirements by coordinating with the user to define the problem, data availability, report requirements, and system design issues.
2. Defines systems objectives and prepares systems design specifications to meet user requirements and satisfy interface problems.
3. Analyzes problems in terms of such factors as user requirements, input data and form, output data and form, computer configuration available, processing and turnaround time requirements, input and output checking, and overall schedule requirements.
4. Analyzes alternate means of deriving input data to select the most accurate, feasible, and economical methods. Analyzes and recommends methods of improving the efficiency of existing programs.
5. Defines input and output file specifications including file organizations.
6. Following systems analysis, produces comprehensive prose and flowchart descriptions of proposed problem solutions. Using programming background and experience, is capable of carrying projects through detailed design, coding, and checkout.
7. Defines controls, conversion procedures, and system implementation plans including user training and orientation.
8. Serves as internal company consultant in areas of special expertise, giving professional appraisal where necessary and indicating the manner in which solutions may be developed.
9. Provides technical work leadership to lower-level analysts.
10. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
11. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Individuals assigned to this position must possess a BS degree in computer science, management information systems, or a related field, or the equivalent education and/or experience, plus a minimum five years of increasingly responsible, related systems analysis experience to include extensive computer programming. Demonstrated competence in several high-level programming languages, advanced programming techniques, multiple DBMS, and language parsing and translation is also required. Experience in advanced software engineering and benchmarking is highly desired. Incumbents must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement. Individuals must be able to coordinate the work of programmers and lower-level analysts, to communicate with and instruct others, and to explain complex technical subjects and processes. The establishment and maintenance of effective working relationships with team members, management, and client representatives are necessary.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Principal Trainer/Curriculum Developer	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0808	Revised:	

SUMMARY

This is the most senior position in the area of training. Incumbents provide internal and external consulting services at the highest level of complexity and require comprehensive, specialized knowledge in one or more areas. Acting independently, individuals are expected to lead innovation in training and curriculum development methods and procedures and provide guidance on highly complex areas of training. Significant interaction is needed with all levels of technical staff, management, and client representatives, and individuals may function at the highest levels of the client organization. There is substantial latitude for unreviewed action or decision, and individuals provide work direction and guidance to lower-level staff. Initiative, tact, and excellent judgment are necessary in carrying out work assignments. Individuals may have a definite impact on the company's business with key clients. Errors may cause significant disruption to operations or major costs. Long hours are needed during peak periods. Travel may be required.

ESSENTIAL JOB FUNCTIONS

1. Analyzes and studies extremely complex training requirements requiring a thorough understanding of all parameters affecting client needs. May apply specialized knowledge in one or more areas.
2. Leads development of training modules and/or reviews instructional materials for highly complex, visible training and educational programs. May operate at the highest level of the client organization.
3. Conducts classroom training and educational programs. Develops and implements evaluation tools to determine the effectiveness of training materials and programs.
4. Performs quality assurance review and evaluates the effectiveness of client training activities.
5. Maintains and/or reviews records of training activities, employee progress, and program effectiveness. Recommends new or alternative strategies to improve techniques and increase effectiveness.
6. Performs feasibility analysis on potential future training needs and presents findings to management indicating the manner in which solutions can be developed.
7. Maintains up-to-date, comprehensive understanding of the latest developments in the training field. Maintains and develops contacts within the training community that enhance and foster the image of the company.
8. Leads and/or participates in interest groups and working groups as assigned. Prepares and delivers presentations at regional or group meetings in areas of specialization.
9. Provides work leadership and direction to lower-level staff.
10. Frequently functions as training manager for the project.
11. Formulates concepts, approaches, and technical content of client proposals.
12. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
13. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Employees must possess a BS/BA degree in a related field (e.g., education, training, psychology), or the equivalent education and/or experience, plus a minimum 10 years of progressively responsible training experience in subject areas related to client needs, services, and/or skill areas. An advanced degree is highly desired. The individual must possess expert knowledge in his or her field and considerable knowledge of related areas. The position requires excellent presentation skills. Previous supervisory experience is required. Individuals must be able to coordinate the work of lower-level training personnel, to communicate with and instruct others, and to explain highly complex technical processes and subjects to both technical and nontechnical staff. The establishment and maintenance of effective working relationships with staff, management, and client representatives are necessary. PC literacy is needed, including demonstrated expertise in training software and databases used by the client.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Senior Trainer/Curriculum Developer	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0709	Revised:	

SUMMARY

Individuals assigned to this position administer, organize, and conduct highly complex training and education programs in technical and nontechnical areas related to client training and development. Training programs may support defined products or procedures, a major technical area, or a particular client. Employees work independently or under the most general direction and confer with supervisors only on unusually complex, unfamiliar matters. Assignments are broad in nature and usually require appreciable originality and ingenuity. There is considerable latitude for unreviewed action or decision. Incumbent are subject to deadlines, heavy workloads, and conflicting demands for services on a day-to-day basis. The position requires initiative, tact, and excellent judgment as well as very strong presentation skills and the ability to interact well with others on a day-to-day basis. Employees provide work direction to and assist in training less experienced trainers. Travel may be required.

ESSENTIAL JOB FUNCTIONS

1. Surveys needs of user personnel to determine training needs. Recommends training plans to maximize available resources.
2. Develops goals that are consistent with training needs. Verifies the content of training programs by coordinating with experts or conducting pilot tests.
3. Plans and develops curricula and prepares instructional materials. Ensures the technical accuracy of training materials and reports.
4. Works with the project manager and/or client representatives, as needed, to coordinate timing of training and requirements for attendance. Supervises the coordination of recruitment and logistical concerns for training events.
5. Conducts classroom training and educational programs. Develops and implements evaluation tools to determine the effectiveness of training materials and programs.
6. Maintains and/or reviews records of training activities, employee progress, and program effectiveness. Recommends alternative strategies to increase effectiveness.
7. Coordinates with staff in updating course documentation on a continuous basis to ensure timeliness and relevance.
8. Recommends outside training sources as needed. Supervises outside trainers and consultants and evaluates their effectiveness.
9. Participates in interest groups and working groups as assigned. Delivers presentations at regional or group meetings.
10. Provides work leadership and direction to lower-level staff. Evaluates the effectiveness of their training presentations and programs.
11. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
12. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Employees must possess a BS/BA degree in a related field (e.g., education, training, psychology), or the equivalent education and/or experience, plus a minimum eight years of progressively responsible training and curriculum development experience in subject areas related to client needs, services, and or skill areas. An advanced degree is highly desired. Employees must have demonstrated excellent presentation skills in developing and delivering training modules in similar technical and nontechnical areas. Previous supervisory experience is required. Individuals must be able to coordinate the work of lower-level training personnel, to communicate with and instruct others, and to explain highly complex technical processes and subjects to both technical and nontechnical staff. The establishment and maintenance of effective working relationships with staff, management, and client representatives are necessary. Strong writing skills are required. PC literacy is needed, including demonstrated expertise in training software and database systems used by the client. Travel may be required.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Webmaster	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0711	Revised:	

SUMMARY

Under general supervision, incumbents perform a variety of moderately complex tasks related to achieving overall technical integrity of a company or client website. Activities include, but are not limited to, maintaining and upgrading hardware and software, administering services, troubleshooting, maintaining equipment and logs, and ongoing monitoring of the site for performance. Individuals apply comprehensive knowledge gained in both technical assignments and in previous tasks in the area of systems technologies. Working with detailed specifications presented by management staff and other technical staff, individuals are expected to show judgment and initiative in performing assigned tasks, as well as to complete projects on schedule. Incumbents regularly operate under deadlines and may be subject to extreme workloads. Errors can cause substantial delay, expense, and inefficiency. Judgment and creativity are regularly exercised in problem-solving and in providing proper advice and recommendations. Above average interpersonal skills are needed. Individuals usually interact closely with internal and/or external clients. Long hours may be needed during peak periods. Some travel may be needed.

ESSENTIAL JOB FUNCTIONS

1. Serves as on-site administrator for a company or client website.
2. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity.
3. Administers e-mail, chat, and FTP services.
4. Communicates router configuration changes.
5. Troubleshoots system errors and bugs.
6. Maintains servers.
7. Creates monitoring reports and logs.
8. Ensures functionality of links.
9. Monitors site for acceptable performance and user accessibility..
10. Establishes backups.
11. Monitors site security.
12. Provides functional guidance to users
13. Advises internal and external users on access to various network sites.
14. Supports on-line maintenance and support activities.
15. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
16. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Incumbents possess an undergraduate degree in computer science, or the equivalent education and/or experience, plus a minimum two years of experience in systems technologies, including, for example, network analysis, network administration, or Internet-related experience. The position requires experience with hypertext markup language (HTML) and graphics file formats, exposure to development tools such as JAVA, PERL, and CGI, and familiarity with database interfaces such as standard query language (SQL). The ability to adapt within a changing environment is critical. The position requires excellent communication skills, including the ability to instruct others and to explain complex technical subjects and processes to nontechnical users. The establishment and maintenance of effective working relationships with staff, management, and internal and external clients are necessary. Long hours are required during peak periods. Travel may be needed.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Website Document Specialist	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0711	Revised:	

SUMMARY

Individuals assigned to this position are responsible for a variety of moderately complex duties related to converting hard copy or soft copy documents to a visible format using hypertext markup language (HTML) and a variety of text editing programs. Individuals may also operate word processing equipment and software to produce or maintain high-quality documents, reports, proposals, and correspondence. Working under general supervision and with detailed problem specifications presented by supervisors and more senior technical staff, individuals are expected to show judgment and initiative in performing assigned tasks as well as to complete projects on schedule. Work is reviewed upon completion, and errors may cause delays and disruption of operations. Interaction with team members and other technical staff is needed.

ESSENTIAL JOB FUNCTIONS

1. Converts hard copy or soft copy documents to a visible format to be imported to a client website. For hard copy materials, uses OCR technology and then inputs final product into hypertext markup language (HTML) format. For soft copy documents, opens documents and then copies and pastes or converts to HTML template.
2. Ensures that documents conform to styles of existing website.
3. Checks for spelling and other editing.
4. Checks website links as required.
5. May convert documents to PDF.
6. Works in codes or text editor programs such as FrontPage and Dreamweaver to modify final text.
7. Uses graphics and word processing software to produce or maintain high-quality documents, reports, proposals, and correspondence, some of which may be complex.
8. Corrects, updates, or revises final copy as required.
9. Submits periodic reports on workflow activity as required.
10. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
11. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

- I. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Employees assigned to this position must possess a high school diploma, including high-school level reading, writing, and analytical skills, plus applicable technical training related to task assignments. The position requires two years of experience in HTML coding using a variety of text editing programs such as FrontPage and Dreamweaver. Individuals must possess expert knowledge and demonstrated ability in HTML 3.0 or 4.0. Experience in JavaScript and/or database management systems is highly desired. Incumbents must also possess expertise in word processing software utilized by the client or the company (e.g., Word, Excel, PowerPoint), including all formatting functions essential to proper document form. Excellent knowledge of English grammar, punctuation, and spelling is needed. Long hours may be required to meet deadlines. Individuals must be able to interact well with all levels of staff.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Senior Technical Writer	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0706	Revised:	

SUMMARY

Incumbents work independently or with the most general direction in developing and preparing a wide range of highly complex, specialized technical publications requiring in-depth knowledge and understanding of the subject matter and allied fields. Publications may include technical reports, summary reports, newsletters, abstracts, research publications, monographs, multimedia materials, trip reports, media advisories, scripts, training materials, proposals, public relations materials, and other technical information. Working with detailed specifications presented by supervisors and other technical staff, individuals are expected to show judgment and initiative in performing assigned tasks, as well as to complete projects on schedule. Appreciable ingenuity and originality are required, and there is wide latitude for unreviewed action or decision. Considerable interaction is required with employees outside the department or project, and excellent interpersonal relations must be maintained with all levels of management and staff. Individuals typically provide guidance and direction to lower-level staff. Long hours are needed during peak periods.

ESSENTIAL JOB FUNCTIONS

1. Collects, organizes, and develops information required to produce a wide range of complex technical publications including, for example, technical reports, summary reports, newsletters, abstracts, research publications, monographs, multimedia materials, trip reports, media advisories, scripts, training materials, proposals, public relations materials, and other technical documents.
2. Interacts with technical personnel to assemble information required to write text.
3. Prepares outlines, writes text, coordinates layouts, and assists in organizing the final product. Ensures adherence to standards and schedules.
4. Recommends overall organization and layout, mode of presentation, and publication methods. Develops a publication concept for the best communication of subject matter.
5. Reviews technical literature prepared by other staff members for content, coverage, and technical clarity.
6. Updates existing document as needed.
7. Assists in proofreading and editing technical documents.
8. Participates in client review of technical documents.
9. Provides technical guidance and direction to lower-level staff.
10. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
11. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Individuals assigned to this position must possess a BS/BA degree in an applicable technical field, or the equivalent education and/or experience, plus a minimum eight years of technical writing experience. Incumbents must have previous experience with and possess expertise in the types of technical documents and subject matter to be assigned. Government contracting or other consulting experience is highly desired. The position requires excellent written communication skills, including expert document organization ability and flawless English grammar, spelling, and punctuation as well as proficiency with GPO style. PC literacy and demonstrated competence with one or more word processing and desktop publishing software packages adopted as standard at IQ Solutions or the client are needed. The position requires initiative, dependability, detail orientation, and discretion in dealing with sensitive proprietary or client data. Long, irregular hours may be needed during peak periods.

Management retains the discretion to add to or change the duties of the position at any time.

Job Title:	Technical Writer	Status:	Exempt
Job Group:	Technical Operations	Date:	07/00
Job No.:	0813	Revised:	

SUMMARY

Incumbents collect and organize information required to prepare complex technical publications. Assigned documents may include technical reports, summary reports, newsletters, abstracts, research publications, monographs, multimedia materials, trip reports, media advisories, scripts, training materials, proposals, public relations materials, and other technical information. Working with detailed specifications presented by supervisors and technical staff, individuals are expected to show judgment and initiative in performing assigned tasks, as well as to complete projects on schedule. Incumbents typically work with very limited guidance and direction. There is significant interaction with employees outside the department or project, and excellent interpersonal relations must be maintained with all levels of management and staff. Some technical guidance may be provided to lower-level staff. Long hours are needed during peak periods.

ESSENTIAL JOB FUNCTIONS

1. Works with editors, illustrators, and technical staff in preparing drafts for major publications projects including, for example, technical reports, summary reports, newsletters, abstracts, research publications, monographs, multimedia materials, trip reports, media advisories, scripts, training materials, proposals, public relations materials, and other technical documents.
2. Analyzes requirements and develops source material. Consults with technical staff as needed.
3. Prepares written text as assigned. Ensures adherence to specifications.
4. Provides guidance and direction in the areas of quality, graphics, coverage, format, and style.
5. May provide work direction to lower-level staff.
6. Coordinates layout and organization of materials according to prepared outlines and specifications.
7. Possesses visual acuity, that is, the ability to discern detail and color variations on a computer screen. Possesses manual dexterity to input, validate, and retrieve data via a computer keyboard.
8. Works well with others and handles day-to-day situations with an acceptable, reasonable approach.

OTHER JOB FUNCTIONS

1. Performs other duties as assigned.

EMPLOYMENT STANDARDS

Incumbents must possess a BS/BA degree in an applicable technical field, or the equivalent education and/or experience, plus a minimum five years of experience in developing technical documents related to project assignments. Individuals must be familiar with the technical topics to be assigned. Government contracting or other consulting experience is highly desired. The position requires excellent written communication skills, including expert document organization ability and flawless English grammar, spelling, and punctuation as well as proficiency with GPO style. PC literacy and demonstrated competence with one or more word processing and desktop publishing software packages adopted as standard by IQ Solutions or the client are needed. The position requires initiative, dependability, detail orientation, and discretion in dealing with sensitive proprietary or client data. Long, irregular hours are needed during peak periods.

Management retains the discretion to add to or change the duties of the position at any time.

GSA LABOR RATES – SIN 132-51 / 132-51STLOC / 132-51RC

Contractor Site					
GSA Labor Category	06/24/2013 - 06/23/2014	06/24/2014 - 06/23/2015	06/24/2015 - 06/23/2016	06/24/2016 - 06/23/2017	06/24/2017 - 06/23/2018
Managing Director	\$224.24	\$228.72	\$233.29	\$237.96	\$242.72
Director	\$141.22	\$144.04	\$146.92	\$149.86	\$152.86
Program Manager I	\$135.19	\$137.89	\$140.65	\$143.46	\$146.33
Sr. Programmer/Analyst	\$149.22	\$152.20	\$155.24	\$158.34	\$161.51
Programmer/Analyst	\$88.73	\$90.50	\$92.31	\$94.16	\$96.04
Principal Database Administrator	\$149.33	\$152.32	\$155.37	\$158.48	\$161.65
Sr. Database Administrator	\$93.78	\$95.66	\$97.57	\$99.52	\$101.51
Database Administrator	\$92.89	\$94.75	\$96.65	\$98.58	\$100.55
Sr. Web Designer	\$125.91	\$128.43	\$131.00	\$133.62	\$136.29
Web Designer	\$76.31	\$77.84	\$79.40	\$80.99	\$82.61
Systems Architect	\$148.20	\$151.16	\$154.18	\$157.26	\$160.41
Network Technician	\$39.63	\$40.42	\$41.23	\$42.05	\$42.89
Principal Systems Analyst	\$148.17	\$151.13	\$154.15	\$157.23	\$160.37
Sr. Systems Analyst	\$149.22	\$152.20	\$155.24	\$158.34	\$161.51
Systems Analyst	\$104.19	\$106.27	\$108.40	\$110.57	\$112.78
Principal Trainer/Curriculum Developer	\$183.15	\$186.81	\$190.55	\$194.36	\$198.25
Sr. Trainer/Curriculum Developer	\$136.12	\$138.84	\$141.62	\$144.45	\$147.34
Webmaster	\$93.78	\$95.66	\$97.57	\$99.52	\$101.51
Website Document Specialist	\$79.52	\$81.11	\$82.73	\$84.38	\$86.07
Sr. Technical Writer	\$115.53	\$117.84	\$120.20	\$122.60	\$125.05
Technical Writer	\$93.09	\$94.95	\$96.85	\$98.79	\$100.77

Government Site					
GSA Labor Category	06/24/2013 - 06/23/2014	06/24/2014 - 06/23/2015	06/24/2015 - 06/23/2016	06/24/2016 - 06/23/2017	06/24/2017 - 06/23/2018
Managing Director	\$165.35	\$168.66	\$172.03	\$175.47	\$178.98
Director	\$104.14	\$106.22	\$108.34	\$110.51	\$112.72
Program Manager I	\$102.68	\$104.73	\$106.82	\$108.96	\$111.14
Sr. Programmer/Analyst	\$113.34	\$115.61	\$117.92	\$120.28	\$122.69
Programmer/Analyst	\$65.43	\$66.74	\$68.07	\$69.43	\$70.82
Principal Database Administrator	\$110.11	\$112.31	\$114.56	\$116.85	\$119.19
Sr. Database Administrator	\$69.15	\$70.53	\$71.94	\$73.38	\$74.85
Database Administrator	\$68.50	\$69.87	\$71.27	\$72.70	\$74.15
Sr. Web Designer	\$92.85	\$94.71	\$96.60	\$98.53	\$100.50
Web Designer	\$56.27	\$57.40	\$58.55	\$59.72	\$60.91
Systems Architect	\$109.28	\$111.47	\$113.70	\$115.97	\$118.29
Network Technician	\$29.21	\$29.79	\$30.39	\$31.00	\$31.62
Principal Systems Analyst	\$112.54	\$114.79	\$117.09	\$119.43	\$121.82
Sr. Systems Analyst	\$113.34	\$115.61	\$117.92	\$120.28	\$122.69
Systems Analyst	\$76.84	\$78.38	\$79.95	\$81.55	\$83.18
Principal Trainer/Curriculum Developer	\$135.07	\$137.77	\$140.53	\$143.34	\$146.21
Sr. Trainer/Curriculum Developer	\$102.61	\$104.66	\$106.75	\$108.89	\$111.07
Webmaster	\$69.15	\$70.53	\$71.94	\$73.38	\$74.85
Website Document Specialist	\$58.65	\$59.82	\$61.02	\$62.24	\$63.48
Sr. Technical Writer	\$85.18	\$86.88	\$88.62	\$90.39	\$92.20
Technical Writer	\$68.64	\$70.01	\$71.41	\$72.84	\$74.30

Note:
 Rates include 0.75% IFF.
 2.0% annual escalation